

PATENT
BRENDA 10

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12-009

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Brenda POMERANCE

Filed: March 26, 2001

Art Unit: 2161

Examiner: TBA

Serial No.: 09/817,072

Confirmation: 9825

Title: AUTOMATED COMPLAINT MANAGEMENT SYSTEM

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, DC 20231

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Sir:

This Information Disclosure Statement is filed in accordance with 37 C.F.R. §§ 1.56, 1.97 and 1.98. The items listed on Form PTO 1449, a copy of which is enclosed, may be pertinent to the above-referenced application and are made of record to assist the Patent Office in its examination of this application. The Examiner is requested to fully consider the items and independently ascertain their teaching.

No fee is due since this Information Disclosure Statement is being filed

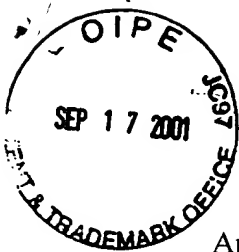
☒ before the mailing date of a first Office Action on the merits.

Respectfully submitted,

Date: September 14, 2001

Brenda Pomerance
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CERTIFICATE OF MAILING

I hereby certify that the following attached paper(s) and/or fee

1. Information Disclosure Statement
2. PTO Form 1449
3. Copies of 18 references
4. Return receipt postcard

are being deposited with the United States Postal Service with sufficient postage as first class mail under 37 C.F.R. § 1.8 on the date indicated below in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231.

Date: September 14, 2001

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